

EVIE 0
MARIE meb

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

FROM:

C/INSS

EXTENSION

NO.

DATE

12/9/85

TO: (Officer designation, room number, and building)

DATE

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.

DD/L

12/12

✓

2.

JOHN &

C/INSS 2/12/13

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

14.

15.

I UNDERSTAND YOUR QUESTION & THE REASON FOR IT. AS YOU STATE IN YOUR COMMENT, IMPROVED CUSTOMER SERVICE IS OUR IMAGE OBJECTIVE. WHEN I WROTE THE REFERENCED (ATTACHED) LETTER, I UTILIZED MY NOTES FROM THE PLANNING CONFERENCE AS A DIRECT QUOTE OF HOW HANK EXPRESSED WHAT HE WANTED. (SEE COPY ATTACHED OF MY ROUGH NOTES). THE KEY THRUHS OF HANK'S GUIDANCE WERE BETTER COMMUNICATIONS AND MORE EFFECTIVE AND EFFICIENT PROCEDURES TO PROVIDE BETTER CUSTOMER SERVICES. THAT'S WHAT MY QUOTED STATEMENT INTENDED. HOWEVER, DIVISION AND STAFF CHIEFS HAD ALREADY RECEIVED APPROVALS FOR THEIR IMAGE OBJECTIVES BEFORE RECEIVING MY LETTER. THEY TOOK THE SAME NOTES AT THE CONFERENCE AND CLEARED THEIR OBJECTIVES AT THEIR BI-WEEKLY'S. I DON'T THINK

FORM 1-79 610 USE PREVIOUS EDITIONS

ADVERSE INTERPRETATION OF MY LETTER AFFECTED THEIR DECISIONS

1-632

12/10/85

STAT

TEAM

DEV AN OL CODE OF ETHICS. FOR LOGISTICIANS
IMAGIC

HANK M. ~~Z~~

WITHIN NEXT TWO TO 3 WKS
GIVE STRATEGY ON HOW YOU ARE
GOING TO HAVE AN IMAGE MBO
AT THE NEXT BI WEEKLY
"HALL MARK OF YOUR OPERATION
FOR THE NEXT YEAR."

- * - INCLUDE ~~TELEPHONE~~ TELEPHONE ANSWERING
AS OFFICEWIDE OBJECTIVE.
- * - YELLOW PAGES
- * - OL TROUBLE DESK - OFFICE AND A PHONE
- * - IMAGES FOR PROCEDURAL REVIEW - (E OBJECTIVE TO CUT OUT STEPS
BUREAUCRATIC STUFF)

ASSUME GREATER DELEGATIONS OF AUTH
FROM FRONT OFFICE

STAT

Declassified in Part - Sanitized Copy Approved for Release 2012/07/26 : CIA-RDP90-00379R000100060005-4

Page Denied

Declassified in Part - Sanitized Copy Approved for Release 2012/07/26 : CIA-RDP90-00379R000100060005-4

~~CONFIDENTIAL~~

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

OL Division and Staff FY 1986 "Image Objectives"

FROM:

C/IMSS/OL

EXTENSION

NO

OL 4243 85

DATE

4 Dec 85

TO: (Officer designation, room number, and building)

ATTENTION: Planning
Focal Point Officers

DATE

RECEIVED

FORWARDED

OFFICER'S
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1. C/NBPO/OL
LJ45 Hqs

2. C/B&FB/OL

3. C/P&TS/OL

4. C/PMS/OL

5. C/SS/OL

6. C/HOME/OL
3E14 Hqs7. C/P&PD/OL
158 P&P Bldg

8. C/PD/OL

9. C/RECD/OL

10. C/SD/OL

11.

12.

13.

14.

15.

The attached memorandum requests that you submit to IMSS by 31 Dec 1985 your FY 1986 Image Objective milestone charts and present posture of progress.

This note also advises as follows:

During our recent 26 November 1985 planning meeting with all OL division and staff chiefs and your planning focal point officers, we agreed to send you a formal reminder informing that the following additional inputs are due from you to IMSS:

a. For the First Quarter FY 1986 DDA Quarterly presentation, provide to IMSS by 10 January 1986 First Quarter activities with clarifying statistics and descriptive narratives, suggested topics for individual presentations at the DDA Quarterly, and a suggested place to hold the next DDA Quarterly.

b. For the First Quarter FY 1986 D/L MBO quarterly review, provide to IMSS by 31 December 1985 updated milestone charts and narrative posture/progress statements on all Standard Objectives (Office-level and Directorate-level).

Tony

CONFIDENTIAL

4 December 1985

MEMORANDUM FOR: Chief, New Building Project Office, OL
Chief, Budget and Fiscal Branch, OL
Chief, Personnel and Training Staff, OL
Chief, Procurement Management Staff, OL
Chief, Security Staff, OL
Chief, Headquarters Operations, Maintenance and
Engineering Division, OL
Chief, Printing and Photography Division, OL
Chief, Procurement Division, OL
Chief, Real Estate and Construction Division, OL
Chief, Supply Division, OL

ATTENTION: Division and Staff Planning Focal Point Officers

25X1 FROM:

[REDACTED]
Chief, Information and Management Support
Staff, OL

SUBJECT: OL Division and Staff FY 1986 "Image Objectives"

REFERENCE: October 1985 Logistics Planning Conference
Conclusions Re OL 1986 Image Objectives

25X1 1. In our recent 15 October 1985 OL Planning Conference at
[REDACTED] we determined our OL FY 1988
initiatives, identified our OL FY-1986 Office and Directorate
level Standard Objectives, and participated in extensive
discussions regarding the results of internal and external
surveys concerning our overall OL Image Objective entitled,
25X1 "Conduct a Study of OL's Service Environment and Develop an
Orientation Program to Enhance OL's Service Image." [REDACTED]

2. With regard to the above "OL Image Objective," it was
concluded that each OL division and staff would best be able to
enhance OL's image by identifying their own "FY 1986 Image
25X1 Objectives" (as differentiated from FY 1986 Standard Objectives)
for implementation during the coming year. [REDACTED]

OL 4243 85

25X1 [REDACTED] [REDACTED]
CONFIDENTIAL

SUBJECT: OL Division and Staff FY 1986 "Image Objectives"

3. Accordingly, the Director of Logistics (D/L) tasked each division and staff chief to identify one or more Image Objectives for FY 1986 responsive to each the following themes:

a. A communications-type Image Objective projecting the "Hallmark of your operation for the next year."

b. A procedural review Image Objective which addresses and eliminates unnecessary bureacratic steps in our functional areas.

4. The D/L requested that you prepare, submit, and discuss your Image Objectives with him at your subsequent biweekly briefings in late October and early November for D/L approval. As of the IMSS biweekly briefing of 26 November 1985, the D/L informed that all OL division and staff Image Objectives have been discussed and approved. The D/L also requested that each division and staff chief formally submit their approved 1986 Image Objectives to IMSS.

5. In view of the above, you are requested to formally submit your FY 1986 Image Objectives milestone charts and descriptive narrative to IMSS by 31 December 1985 and also indicate updated progress on each Image Objective for the First Quarter of FY 1986 in a narrative statement on the related milestone chart.

6. Please note that you are responsible for two separate MBO submissions on 31 December 1985. One submission will be the initial submission and updated milestone charts of the above Image Objectives, and the other will be the updated milestone charts and status narratives for the Standard Objectives. As we described to you in our 26 November 1985 planning meeting, IMSS will utilize your inputs to the above Image and Standard Objectives efforts in briefing the D/L on the OL First Quarter MBO review.

7. Thank you for your assistance. If you have any questions regarding the above efforts, please call Edie or Marie on extension

CONFIDENTIAL

SUBJECT: OL Division and Staff FY 1986 "Image Objectives"

cc: D/L ✓
C/IMSS

Distribution:

Orig - Addressees
1 - IMSS/official
1 - IMSS/chrono
1 - OL/reader

25X1 OL/IMSS/ATZ:il/ (4Dec85)

CONFIDENTIAL